ISO 9001 Registration Project
Status Report for 6/27/97

Status, Progress, and Accomplishments

Project Plan

- The Project Manager, Associate Center Director, and Chief Financial Officer have signed the Project Plan.
- The CFO advised that the IPC be approached regarding resources for registration services and other unfunded requirements.
- The plan is in the Office of the Center Director.

GSFC Interim Quality Manual

- The interim version of the quality manual, GPD 2600 *GSFC Quality Management System,* was sent to the Center Director's office for signature after approval by the Director of Code 300 and the MRQ.
- A list of probable changes is being collected. These include updates to the Quality Policy Statement, the list of SLPs and their titles, a new organizational chart, revised titles of named positions, and a likely change in the number to match the HQ equivalent directive. A revision is expected to be submitted in late August after work on the SLPs has resulted in a firm list of documents and titles.

Center Announcement

- The Center-wide announcement regarding the ISO 9000 certification effort was signed by the Center Director and distributed to Center employees during the week of 6/23/97.

Project Presentations

- A presentation on the Project for directorates and Center level organizations was prepared. It includes a brief discussion of ISO 9000, the agency and Center involvement, the structure of the Center's quality management system, areas of concern, and status.
- Presentations have been made to Codes 180, 200, 300, and 400 and are scheduled in July for Codes 150, 500, 700/AETD, and 900. STAAC requested a presentation in early August. 600 and 800 have not been scheduled.

Executive Council Workshop

- An Executive Council workshop was discussed with Code 114 on 6/24/97 and is being scheduled for early August.
  - The use of a contracted ISO 9000 consultant was discouraged.
  - The use of a facilitator or moderator is under review.
  - The agenda is being worked.

SLP Development

- Three SLPs were placed in the directive clearance cycle: SLP 01.1 *Management Responsibility*, SLP 17.1 *Internal Audit System*, and SLP 05.1 *QMS Document Control.* SLP 17.1 was revised and sent to Code 230 for original issuance. Comments on the SLP 01.1 are being evaluated.
- A revised approach to System Level Procedure development was devised and was distributed on 6/25/97.
  - It contains a statement of work authorized by the PM that describes the general process to be pursued by the SLP development team, a blank schedule, and a list of deliverables.
  - For each SLP there is named a QMS Council member as the primary customer, a team leader, and a development team.
  - The deliverables include the detailed schedule, progress reports, certain documents used or generated in developing the SLP, and a final draft of the SLP. The first status report, including schedule and resources, is due 7/14/97 to the QMSC customer and the Project.
- The DM requested each QMS Council member assign appropriate directorate representation to each development team. In accordance with the Project Plan, any people named who have not been trained in ISO documentation will be scheduled for training in July 1997.
- The schedule date for signed SLPs is October 31, 1997

Code Y presentation to CIC

- A short briefing on the GSFC implementation of ISO 9001 was prepared in concert with Bob Kreider (Code Y) for Mike Mann to present to the agency CIC.
- The briefing was discussed with Kreider and Mann by the MRQ and PM on 6/13/97, with a few minor revisions submitted during the week of 6/16/97.

Training

- A session of the ISO 9000 orientation and documentation classes was held during the week of 6/2/97.
- A meeting between the MRQ, PM, DM and Don Wolford and Jim Wilkes of Code 114 was held to discuss training development and scheduling. Based on the discussion, the project manager developed a description of desirable

training classes, the intended audience, and tentative schedules for each class and sent it to Code 114 for review. Most of the training would be best done in-house because of the GSFC system perspective desired; this aspect will be discussed in further meetings with Code 114.

- In order to facilitate the new SLP development approach, the project manager requested that Code 114 schedule two sets of the ISO 9000 orientation and documentation classes for July 22-25 and 2-31.
  - The schedule in jeopardy because the trainer has other customers who are willing to take these dates and the Center has not committed itself.
  - Funding for the training was discussed by the Project and Don Wolford, 114, and will be discussed at a 6/27/97 meeting between Don and Wayne Boswell.

QMS Council

- As of 6/13/97, Tom White, Code 230, replaced Marlene Forster, Code 210, as the QMSC representative for Code 200. Pat Logan, Code 210, remains the designated alternate member.
- STAAC was contacted on 6/20/97 regarding assignment of a QMSC member and AETD was contacted the same day regarding full time support to the Project. No responses received as of this date.
- The QMSC meeting scheduled for 7/3/97 was cancelled because of vacations and the holiday. The PM will be out from 6/30 to 7/11 and the DM from 6/25 to 7/10.

Publicity and Awareness

- PAO -- The PM contacted PAO for help in developing plans for employee awareness and other announcements and forms of publicity and was given points of contact.
  - An initial meeting was held on 6/19/97 to discuss a Center-level web site and its contents, development of a forum for Center management, and development of materials for distribution to employees.
  - PAO is preparing a proposal for activities and schedules.
- Web Site -- Discussions between the PAO site curator and Steve Naus, the OFA curator, have established that a banner will be placed on the Center's PAO managed-site with a link to the physical site on an OFA server.
  - The PM is working with Steve to develop site contents and design.
  - FY98 contractor funding of 50k will be necessary for development and maintenance.
- PAO is preparing an article for the "News from the Center Director" column based on the Center Announcement and will construct a continuing series of informational and expository articles in a block similar to the one used for Project Goddard.

Issues and Concerns

- The completion schedules for SLPs on the following topics depend on Center discussions and decisions on policy and procedures in these areas;
    - Customer Agreements (SLP 03.1) –100/400/STAAC discussions
    - Design Review (SLP 04.4) – 100/300 discussions
    - Receiving inspection and test (SLP 10.1) – paper submitted to MRQ on 5/29/97 for resolution
- A Center priority may be needed for ISO 9001 training of employees involved in the development and writing of procedures and work instructions. In particular, commitment to the July sessions for SLP team members is urgently needed.
- A Center priority may be needed for ISO 9001 institutional expenses related to contractor support for the web site ($50k in FY98), registrar services ($50k in FY98; better estimates will be available September), and for materials related to employee awareness (PAO is working on estimates). The Project will submit a request to the IPC during the annual budget call.

Acronyms

DM – Documentation Manager (Harold Mitchell)
MRQ – Management Representative for Quality (Art Fuchs)
PM – Project Manager (David Cleveland)
QMS – Quality Management System
QMSC – Quality Management System Council
SLP – System Level Procedure